

Dear _____:

Please allow us to **re**-introduce ourselves. We are [currently assigned as your Primary Care Provider (PCP) or your primary care physician]. We are pleased to serve as your physicians and look forward to continuing our relationship. Our practice at LOCATION has been selected to participate in the **Maryland Multi-Payer Patient Centered Medical Home Program**. This program has been launched in Maryland with the support of Maryland medical practices, consumer groups, and health insurers to test a new way of delivering health care, called the "Patient-Centered Medical Home." Our practice is one of approximately 60 practices throughout Maryland that has been selected based on a competitive process to test the program. As our patient, you will be among the first to be offered the opportunity to participate in this innovative program.

What is a Patient-Centered Medical Home?

The Medical Home is an innovative, team-based approach to providing health care. A partnership develops between the patient, his or her health care provider, and a health care team. Together, we will work to coordinate the services you need and to provide the best health care possible.

What are the changes I can anticipate?

Team Based Care:

- One of us will remain as your Primary Care Provider. However, we will have a team of nurses, and support staff. This team will work with you to provide all of your health care needs. New information systems will assist us, along with multiple resources, to make sure your care is the best.

Improved Health Care Access:

- For urgent care issues during working hours, your physician, or one of our colleagues, will see you on the very day you have an urgent health care need. You will need to simply call the main office number during working hours to schedule a same-day appointment with us. Rather than a prolonged and expensive visit to the Emergency Department, many urgent health care needs, including lacerations, can be handled by your Medical Home.
- Routine and follow-up care will be provided in a timely manner. We will be monitoring your medical needs and will proactively contact you to schedule follow-up appointments if they are not already arranged. Research shows almost 50% of patients in the United States fail to receive the recommended guidelines of care. Our Medical Home will develop a personal health management plan to help you obtain the best health outcomes possible.
- Your Medical Home Team will help to coordinate your specialty appointments. We will act as your advisor and advocate in making sure all testing, procedures, and specialist appointments are appropriate and coordinated in an efficient and high quality fashion.

Improved Communication and Access to Information:

- You can communicate with a Medical Home Team member anytime during normal working hours by calling _____.

How will I contact my Medical Home Team?

- You can contact your Medical Home Team directly to arrange an appointment or to discuss your health care needs by calling _____, Monday – Thursday between the hours of ___ am and _ pm, and Fridays between _ am and _ pm. Outside of normal clinic hours, for urgent matters you can call _____ and follow the instructions to reach the on-call provider. Please continue to call 911 for all emergencies. It will be necessary for you (or a surrogate) to let the Medical Home Team know if you are seen by any other provider. Also remind all other physicians or facilities you utilize for health care needs to forward reports to us regarding your condition. This will allow us to continue to coordinate your health care needs.

What will our practice receive to be part of the program?

- The practice will participate with the other practices in an education program that will assist in adopting the new model. By working with other selected practices and knowledgeable consultants, our practice will adopt the new model in the most efficient manner.
- Insurance carriers will pay our practice an additional monthly fee for providing this care using the Medical Home model. We will also receive incentive payments if the practice meets quality performance requirements of the program.

How do I learn more about the Patient-Centered Medical Home?

- Go to the following links to learn more:
 - <http://mhcc.maryland.gov/pcmh/>
 - <http://pcpcc.net/consumers-and-patients>

What do I do next?

- If you are interested in participating in the program, all you need to do is continue your care with our practice at this location. We have already confirmed with your current insurer that you are eligible to participate.
- If you are NOT interested in participating in the program, please return the attached notification card. You are still welcome to participate with our practice and to receive care as you always have.

We are confident that you will be pleased with the patient-centered medical home approach of _____. If you have any questions about this new delivery system, please feel free to contact us.

Sincerely,